

# INtax User Guide



November 2014

Indiana Department of Revenue

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## Introduction

Welcome to INtax, Indiana's free online tool where your business can manage tax obligations for Indiana retail sales, withholding, out-of-state sales, prepaid sales, metered pump sales, tire fees, fuel taxes, wireless prepaid fees and type II gaming taxes. The tax forms supported in INtax include the following:

- ST-103
- ST-103MP
- ST-103P
- WH-1
- WH-3
- TF-103
- SF-900
- SF-401
- MR-360
- WPC-103
- TTG-103
- AVF-150
- FAB-103
- CIT-103

This user guide is designed to navigate you through the many options and the self-service adjustments that can be made in INtax. This guide will give you an inside look and basic knowledge of how to maintain your business accounts.

This guide assumes you have already registered your business with INtax. If you have not obtained a copy of the *INtax QuickStart Guide* and followed its detailed instructions, you can obtain a copy at any district office or on our website at [www.intax.in.gov](http://www.intax.in.gov).

Before you begin, you'll need to have your username and password. Please make sure that you are able to log into INtax.

## File a Return

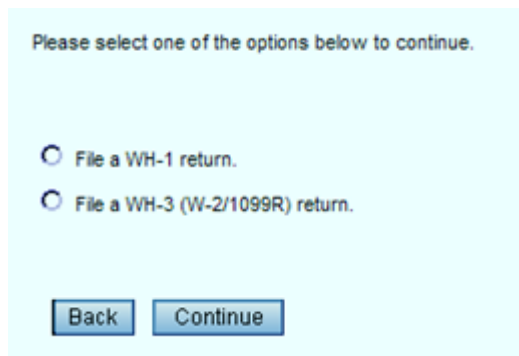
To file a return using INtax, follow these steps:

**Step 1:** On the Business Details page under the Actions column, select File for the tax type for which you want to submit a return.

\*Remember to **File** first and then **Pay**.

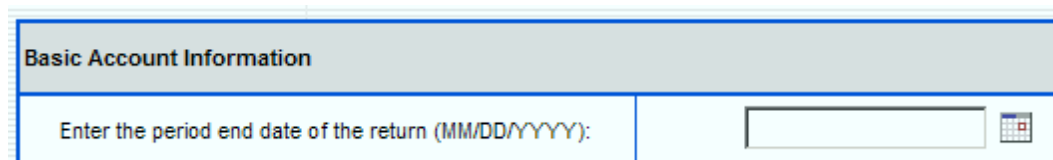


**NOTE:** For some tax accounts, the department will ask you for additional information to determine which form you want to file. For example:

A screenshot of a web form with a light blue background. At the top, it says 'Please select one of the options below to continue.' Below this, there are two radio button options: 'File a WH-1 return.' and 'File a WH-3 (W-2/1099R) return.' At the bottom, there are two buttons: 'Back' and 'Continue'.

**Step 2:** Enter the correct period end date.

*\*This will be the last day of the month/year that you have collected tax, not the due date of the return being filed.*

A screenshot of a web form titled 'Basic Account Information'. It has a light gray header. Below the header, there is a text input field with the label 'Enter the period end date of the return (MM/DD/YYYY):'. To the right of the input field is a calendar icon.

**Step 3:** Enter all the return information, and then click **Submit**.




You will receive a return confirmation message after the return has been successfully submitted. If you are using INtax to make your payments, click the **Make a Payment** button. If you are not using INtax to make your payments, your transaction is complete and you can click any tab in the left navigation menu.

**Make a Payment**

**Step 1:** Click the **Pay** option from the tabs on the left, or click **Pay** under **Actions**.\*

\*Reminder: In most circumstances you will want to file the return prior to making the associated payment.

**Step 2:** From the drop down menu, select the period end date, and enter the payment information.

|   |   |
|---|---|
| Period Dates:   | 10/01/2012 - 10/31/2012 ▼   |
| Payment Amount:   | <input type="text"/>  |
| Withdrawal Date:  | <input checked="" type="radio"/> Pay Now <br><input type="radio"/> Schedule a payment for: <input type="text"/>  (MM/DD/YYYY) |
| Payment Option:  | <input checked="" type="radio"/> ACH Debit (EFT)<br><div>Please check with your bank to make sure you do not have a debit block on your account! For more information about Debit Block, please <a href="#">click here</a>.</div>   |

**Step 3:** Click **Submit**.

**Step 4:** Click **OK**. You will receive a payment confirmation message. If you have not already filed the return, click the File Return button from the payment confirmation screen. Depending on the tax type, either the form will populate the information for you or you will have to choose the form type.

## Electronic Funds Transfer

The screenshot displays the INTax portal for the Indiana Department of Revenue. The header includes the state name 'Indiana', the department name, and navigation links like 'Print', 'Contact Us', 'FAQs', and 'Site Map'. A left sidebar contains a menu with options: 'Businesses', 'Pay', 'Payment History', 'EFT Registration' (highlighted), 'Messages', 'Security', 'My Profile', and 'Logout'. The main content area is titled 'Business Details' and shows information for 'MY TEST BUSINESS', including 'State Tax ID: 0001234567' and 'Primary Address: EASY STREET INDPLS, IN 99999'. Below this, there are instructions on how to use the system. A search bar allows filtering by 'State Tax & Location ID', 'Zip Code', and 'Tax Type'. A table lists the accounts registered for EFT, with columns for Account, Address, Registered for EFT, Currently Consolidated, Status, Filing Frequency, and Actions. The table shows two accounts: 'Out of State Use' and 'Withholding', both with 'Open' status and 'Early Filer' frequency. At the bottom, there is a footer with the text 'INTax is a product of the Indiana Department of Revenue | Copyright © 2004'.

**Business Details**

MY TEST BUSINESS  
State Tax ID: 0001234567 Primary Address: EASY STREET INDPLS, IN 99999

Show/Hide Page Instructions

- To view the account financial details by tax period, click on the underlined account tax type in the list below.
- To make a payment for an account, select "Pay" from the menu or select "Pay" in the list below.
- To file a return for an account, select "File" in the list below.

State Tax & Location ID: 0001234567 - Zip Code: Tax Type: Search

| Account                                  | Address                         | Registered for EFT | Currently Consolidated | Status | Filing Frequency | Actions                                  |
|--|---------------------------------|--------------------|------------------------|--------|------------------|--|
| <u>Out of State Use</u><br>Location: 001 | EASY STREET<br>INDPLS, IN 99999 | Yes                | No                     | Open   | Early Filer      | <a href="#">File</a> <a href="#">Pay</a> |
| <u>Withholding</u><br>Location: 001      | EASY STREET<br>INDPLS, IN 99999 | No                 | No                     | Open   | Early Filer      | <a href="#">File</a> <a href="#">Pay</a> |

Please share a few words with us about your experience with INTax.

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Electronic Funds Transfer (EFT) is a fast and secure way for businesses to transfer funds. Businesses using INTax to file returns are also required to register for and submit tax payments by EFT. The tax types that can be registered for EFT in INTax are listed below:

- Gasoline Distributors Tax (MFT)
- Prepaid 911 Enhancement Fee (WPC)
- Prepaid Sales Tax on Gasoline (PPD)
- Retail Sales and Use Tax (RST)
- Special Fuel Tax (SFT)
- State and County Withholding (WTH)
- Streamlined Sales Tax (SST)
- Tire Fee (TIF)
- Type II Gaming (TTG)
- Aviation Fuel Excise Tax (AVF)

In the menu on the left side of the screen, click EFT Registration.

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Business Details

MY TEST BUSINESS

State Tax ID: 0001234567

Primary Address: EASY STREET INDPLS, IN 99999

Show/Hide Page Instructions

- To view the account financial details by tax period, click on the underlined account tax type in the list below.
- To make a payment for an account, select "Pay" from the menu or select "Pay" in the list below.
- To file a return for an account, select "File" in the list below.

State Tax & Location ID: 0001234567

Zip Code:

Tax Type:

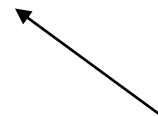
Search


| Account                                  | Address                         | Registered for EFT | Currently Consolidated | Status | Filing Frequency | Actions                                  |
|--|---------------------------------|--------------------|------------------------|--------|------------------|--|
| <u>Out of State Use</u><br>Location: 001 | EASY STREET<br>INDPLS, IN 99999 | Yes                | No                     | Open   | Early Filer      | <a href="#">File</a> <a href="#">Pay</a> |
| <u>Withholding</u><br>Location: 001      | EASY STREET<br>INDPLS, IN 99999 | No                 | No                     | Open   | Early Filer      | <a href="#">File</a> <a href="#">Pay</a> |

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This screen lists your accounts and indicates whether they are registered for EFT. Select the account you want to register by clicking Add.






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### Maintain EFT Debit - Choose an Account

**MY TEST BUSINESS**

State Tax ID: 0001234567      Primary Address: EASY STREET INDPLS, IN 99999

The following lists the business tax accounts and general EFT debit registration information

- Click on an account to register for EFT debit transactions.
- Filter the displayed accounts by entering data in the State ID, Zip Code, and/or Tax Type fields and clicking "Search"

State Tax & Location ID:  -  Zip Code:  Tax Type:


| Account ^                         | Address                         | Registered for EFT | Bank Account Number | Actions                                     |
|-----------------------------------|---------------------------------|--------------------|---------------------|---|
| Out of State Use<br>Location: 001 | EASY STREET<br>INDPLS, IN 99999 | Yes                | *****2469           | <a href="#">Edit</a> <a href="#">Delete</a> |
| Withholding<br>Location: 001      | EASY STREET<br>INDPLS, IN 99999 | Yes                | *****3231           | <a href="#">Add</a>                         |

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This screen asks for some specific information about your business. Fill in the required information, and click Submit to complete your EFT registration.


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### Maintain EFT - ACH Debit Registration



**MY TEST BUSINESS**

Tax Type: Withholding      Location Address: EASY STREET INDPLS, IN 99999


State Tax ID: 0001234567-001      Current Filing Frequency:  Early Filer

All fields must be completed. The ACH debit registration must be authorized (in the check box below) by a person in the business who is an authorized signatory on the account specified below.

☒ Business' Bank Account
☐ Service Provider's Account

#### Bank Information

|                               |                     |                     |                             |
|-------------------------------|---------------------|---------------------|-----------------------------|
| Bank Account Type<br>Checking | Bank Routing Number | Bank Account Number | Confirm Bank Account Number |
|                               |                     |                     |                             |

Will the funds from this transaction originate from a source outside the United States? ☐ Yes ☒ No 

#### Contact Information

EFT Contact Name

Email

Country Name: United States

Address

Address Line 2

Address Line 3

City      State: IN      Zip

Phone: (   )   -   EXT:

☐ I hereby authorize the Indiana Department of Revenue to present debit entries into the bank account referenced above by Indiana I am. These debits will pertain to Electronic Funds Transfer.

[Submit](#)

Congratulations! You have successfully completed your EFT registration.

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EFT Registration Confirmation




MY TEST BUSINESS

Tax Type: Withholding

Location Address: EASY STREET INDPLS, IN 99999

State Tax ID: 0001234567-001

Current Filing Frequency:  Early Filer

You have successfully registered for EFT ACH debit transactions.

If you have any questions concerning this transaction, please contact the Taxpayer Service Center for assistance.

INTAX Customer Service

Indiana Department of Revenue

Taxpayer Information and Assistance: (317)233-8729

Hours of Operation:

Monday - Friday

8:00am - 4:30pm ET

If you are able to login to INTax, you may also contact us 24 hours a day, 7 days a week through your Secure Mailbox by clicking the "Messages" menu option from within INTax. We will respond to electronic requests at our earliest availability within the working hours listed above.

[Return To My Businesses](#)

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## View Filing History

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**Step 1:** When you are on the Business Details screen (pictured below), click the tax account you want to review.

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**Businesses**  
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**Business Details**

**MY TEST BUSINESS**  
State Tax ID: 0001234567 Primary Address: EASY STREET INDPLS, IN 99999

Show/Hide Page Instructions

- To view the account financial details by tax period, click on the underlined account tax type in the list below.
- To make a payment for an account, select "Pay" from the menu or select "Pay" in the list below.
- To file a return for an account, select "File" in the list below.

State Tax & Location ID: 0001234567 - Zip Code: Tax Type: Search

| Account                             | Address                         | Registered for EFT | Currently Consolidated | Status | Filing Frequency | Actions                                  |
|-------------------------------------|---------------------------------|--------------------|------------------------|--------|------------------|--|
| <u>Sales</u><br>Location: 001       | EASY STREET<br>INDPLS, IN 99999 | Yes                | No                     | Open   | Early Filer      | <a href="#">File</a> <a href="#">Pay</a> |
| <u>Withholding</u><br>Location: 001 | EASY STREET<br>INDPLS, IN 99999 | No                 | No                     | Open   | Early Filer      | <a href="#">File</a> <a href="#">Pay</a> |

Today is: 4/16/2012  
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Please share a few words with us about your experience with INTax.

**Step 2:** The Account Details screen will display, and the Filing History tab will appear on the left side of the screen. Click **Filing History**.

**Step 3:** The returns submitted for this tax type can now be sorted by the document locator number, form type, period end date, and/or submission date. You can also click View PDF Version to see PDF versions of the returns you have filed. This is also the screen where you can edit or cancel a return that has not yet been submitted for processing. If the edit/cancel options are disabled, the return has already been submitted for processing and cannot be edited or cancelled.

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**Filing History**

**MY TEST BUSINESS**  
State Tax ID: 0001234567 Primary Address: EASY STREET INDPLS, IN 99999

Show/Hide Page Instructions

- The Filing History page contains all the forms that have been filed.
- To view the details of the form, click the View PDF link of the form you wish to view.
- To filter the forms displayed, click the Search button after entering your desired date range.

If you are experiencing difficulties in viewing your PDFs from this page, please [click here](#).

View Periods From: Month  Year  To: Month  Year

| Document Locator Number | Form Type | Period End Date | Submit Date | Filed By  | Form Details   |
|-------------------------|-----------|-----------------|-------------|-----------|--|
| 12Z0000000596           | WH-1      | 5/31/2012       | 11/22/2012  | Doe, Jane | <a href="#">View PDF</a> <a href="#">Edit</a> <a href="#">Cancel</a> |
| 12Z0000000599           | WH-3      | 12/31/2011      | 11/22/2012  | Doe, Jane | <a href="#">View PDF</a> <a href="#">Edit</a> <a href="#">Cancel</a> |
| 12Z0000000598           | WH-3      | 12/31/2011      | 11/22/2012  | Doe, Jane | <a href="#">View PDF</a> <a href="#">Edit</a> <a href="#">Cancel</a> |
| 12Z0000000597           | WH-1      | 1/31/2011       | 11/22/2012  | Doe, Jane | <a href="#">View PDF</a> <a href="#">Edit</a> <a href="#">Cancel</a> |

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## View Payment History

**Step 1:** On the Business Details screen, click the **Payment History** tab on the left side of the screen.

**Step 2:** You will be able to view all payments made by submission date, payment locator number, amount, and status.

You can edit Automated Clearing House (ACH) payments up to 3:45 p.m. (Eastern Time) the business day before the withdrawal date.

**Note:** You cannot edit or cancel credit card payments after they have been submitted.

## Pay Underpaid Periods

**Step 1:** On the Business Details screen, click the **Pay** tab on the left side of the screen.

**Step 2:** A drop-down menu will display, giving you the option to either make a payment or pay your underpaid account balances. Click **Pay Underpaid Account Balances**.

**Step 3:** A list of the underpaid periods will display, along with their tax type and location, the period, and the period balance due. Type in the amount you want to pay for each underpaid period on the far right; then click **Continue**.

**Step 4:** The next screen shows a list of periods for which you have chosen to make a payment. It also shows the balance, the amount of the payment made, and the remaining balance due for each payment. At the bottom of this screen, click either **ACH Debit** or **Credit Card** to select your method of payment.

**Step 5:** Click Next.

**Step 6:** On the Payment Confirmation screen, you can review the payments one last time. Review them and then click the **Submit** button at the bottom of the screen.

**Step 7:** The final Payment Confirmation screen displays. Print this page for your records. This will provide the Payment Locator Number (PLN), along with the account number and the remaining balance due.

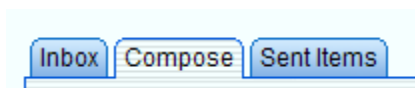
## Send and Receive Messages

The Messages tab that appears on the left side of every screen in INtax enables you to send messages to the department and receive them from us. These messages occur in a secure environment so your information is safe. To send a message, follow these steps:

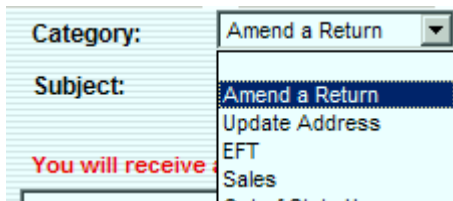
**Step 1:** From any screen, click **Messages**.



**Step 2:** Click the **Compose** tab.



**Step 3:** A screen that looks just like an email message appears. Select a **Category** from the drop down menu and type a subject for your message in the **Subject** box.



**Step 4:** Next, type your message in the body of the email. You can use the INtax Message Center to make nearly any request regarding your tax account.

**Step 5:** Click **Send**.

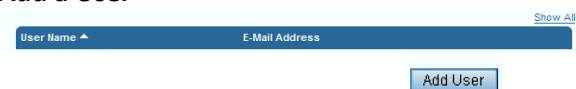
**Step 6:** The next screen confirms that your message was sent and gives you the subject, time, and date of your message. Please allow 2 to 3 business days for the department to respond.

**Step 7:** Once the department has responded to your message, an email will be sent notifying you that a message has been sent to your Secure Message Inbox. Click the **Inbox** tab (shown above) to view all the messages the department has sent you.

**Security**  
**Manage Users**

From any page within your INTax account, you can access the Security tab on the left side of the screen. From the Security tab, you can add and delete users and manage their security rights to the account.

### Add a User

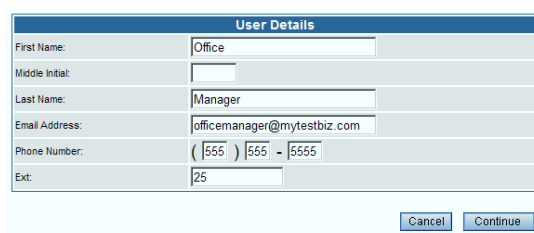


The screenshot shows a header bar with 'User Name' and 'E-Mail Address' labels. Below the bar is a blue button labeled 'Add User'.

**Step 1:** Click the **Security** tab on the left side of the screen.

**Step 2:** Click the **Add User** button in the bottom-right corner of the screen.

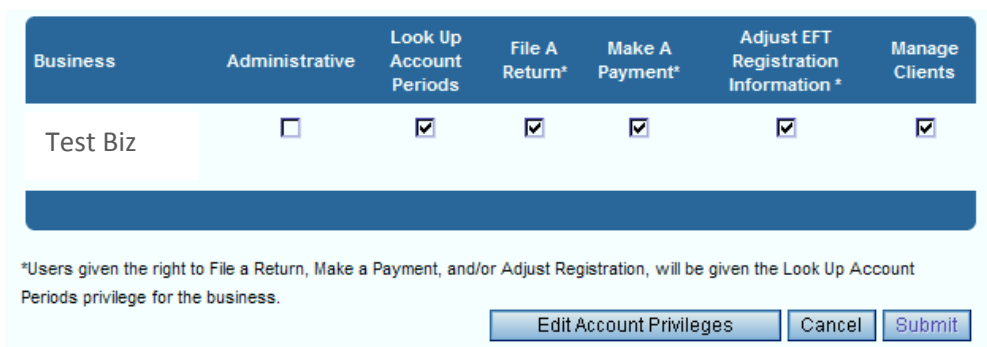
**Step 3:** Enter the user's first name, last name, email address, and contact phone number.



The screenshot shows a 'User Details' form with the following fields: First Name (Office), Middle Initial ( ), Last Name (Manager), Email Address (officemanager@mytestbiz.com), Phone Number (555-5555), and Ext. (25). Below the form are 'Cancel' and 'Continue' buttons.

**Step 4:** Click **Continue**.

**Step 5:** You will then be able to add specific security rights to that user by checking the boxes below the rights provided. If you check the Administrative box, the user will have rights to everything. Users given the right to File a Return, Make a Payment, and/or Adjust EFT Registration, will be given the Look Up Account Periods privilege for the business.



The screenshot shows a table with columns for Business, Administrative, Look Up Account Periods, File A Return\*, Make A Payment\*, Adjust EFT Registration Information \*, and Manage Clients. The row for 'Test Biz' shows checkboxes for Look Up Account Periods, File A Return\*, Make A Payment\*, Adjust EFT Registration Information \*, and Manage Clients, all of which are checked. Below the table is a blue bar, a note about privileges, and 'Edit Account Privileges', 'Cancel', and 'Submit' buttons.

| Business | Administrative           | Look Up Account Periods             | File A Return*                      | Make A Payment*                     | Adjust EFT Registration Information * | Manage Clients                      |
|----------|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|---------------------------------------|-------------------------------------|
| Test Biz | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/>   | <input checked="" type="checkbox"/> |

\*Users given the right to File a Return, Make a Payment, and/or Adjust Registration, will be given the Look Up Account Periods privilege for the business.

**Step 6:** Click **Submit**. The next screen confirms that the user has been added. INTax will then send the newly added user an email containing a link. The new user can click the link to go to a screen where he or she can select his or her own username and password.

At any time, you can log in to INTax and adjust the rights to any of your users as long as you are set up as the administrator on the INTax account.

### Adjust a User's Rights

**Step 1:** Click the **Security** tab on the left side of the screen.

**Step 2:** Click the **Username** of the person for whom you want to change rights.

**Step 3:** Select **User Privileges**. On this screen, you can change a user's rights or delete the user. Once the desired settings have been entered, click submit to complete the process.

You have selected the option to add a new user to your business.

| Business    | Administrative                      | Look Up Account Periods             | File A Return*                      | Make A Payment*                     | Adjust EFT Registration Information * | Manage Clients                      |
|-------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|---------------------------------------|-------------------------------------|
| My Firm Inc | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/>   | <input checked="" type="checkbox"/> |

\*Users given the right to File a Return, Make a Payment, and/or Adjust Registration, will be given the Look Up Account Periods privilege for the business.

[Edit Account Privileges](#) [Cancel](#) [Submit](#)

### Make Changes to Your Profile

The My Profile tab appears on the left side of every screen in INTax. Clicking this tab displays a drop-down menu with the following options: Add a Business to My Account, Add Wireless Prepaid, Update Contact Info, Change Password, and Change Username.



### Add a Business



If you have multiple businesses with different taxpayer IDs, you can add more businesses to your INtax profile. To do so, follow these steps:

**Step 1:** Click **My Profile**.

**Step 2:** Click **Add a Business to My Account** from the drop-down menu.

**Step 3:** You must complete the registration process all over again by answering the questions and verifying the account information. After the business has been verified, you will receive an email notification and the business will then be visible within your original INtax profile.

### **Update Contact Info**

To update your phone number, email address, or other contact information, follow these steps:

**Step 1:** Click **Update Contact Info** on the My Profile tab.

**Step 2:** Change the name, phone number, and email address associated with your INtax profile as desired. After you have made your changes, click save.

### **Change Password**

You can change your INtax password by doing the following:

**Step 1:** Select **Change Password** from the drop-down menu on the My Profile tab.

**Step 2:** Enter your current password in the **Old Password** box.

**Step 3:** Enter your new password in the **New Password** box.

**Step 4:** Reenter the **New Password** to confirm that you typed it correctly.

**Step 5:** Click **Submit**. The next screen confirms the change.

### **Change Username**

If you want to change your username, you can do so by following these steps:

**Step 1:** Click **Change Username** on the My Profile tab.

**Step 2:** Your current username will be displayed. Enter the new username you have chosen in the **New Username** box. Note: If you select a username that is already in use, you will be prompted to enter a different username.

**Step 3:** To confirm the change, enter your current password in the **Password** box.

**Step 4:** Click **Submit**. You will see a confirmation screen.

## Additional Information

- **Filing Frequency Status May Have Changed:** The department reviews taxpayer accounts annually. Based on these reviews, your filing frequency status might change, which can affect your due dates. To avoid penalty and interest fees, please review the due dates by visiting [www.in.gov/dor](http://www.in.gov/dor). You can also calculate your due date for each period while filing your returns.
- **Temporary Hotline:** For help registering for INtax, filing returns, or making payments, call our INtax hotline at (317)232-2337.
- **Closed Business:** If your business has closed, you must complete Form BC-100 and attach the required documentation. If you do not have the supporting documents requested, you can submit a notarized statement with Form BC-100. Form BC-100 is available at [www.in.gov/dor/3489.htm](http://www.in.gov/dor/3489.htm).
- **Incorrect Information:** If the address listed is not correct, contact the department at (317)233-4015 or online at [www.in.gov/dor/3392.htm](http://www.in.gov/dor/3392.htm).
- **No Tax Is Due:** A return must be filed by the taxpayer even when no tax is due, unless the Indiana tax account has been properly closed using Form BC-100. If no return is filed, an estimated return will be filed by the Department using the best information available (IC 6-8.1-10-3). A tax liability notice will be issued.
- **Due Date:** If the due date of your return falls on a weekend or legal holiday, your payment and return are due on the next legal business day.
- **Tutorials:** If you have any questions about using or registering for INtax, please refer to the department's video tutorials at [www.in.gov/dor/4821.htm](http://www.in.gov/dor/4821.htm).
- **FAQs:** The FAQs button at the top of every screen in INtax provides answers to common questions. If you don't find the information you need and still have a question, you can click the Message tab in your INtax account and email the department your questions.

## Notes